

MUNITIMES



Photo: Joshua Rotsten

A happy Robert Calfas uses Muni's accessible coach.

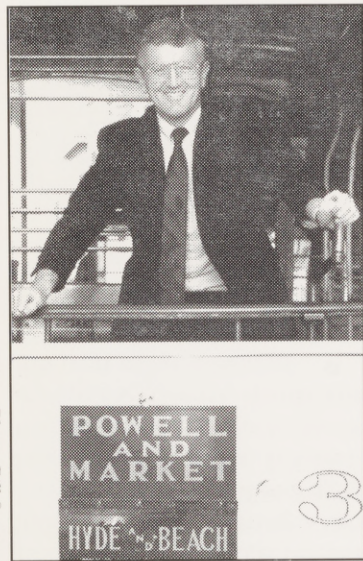
Getting a Lift

More services for Disabled Persons

If you have noticed more people who use wheelchairs "out and about" on the streets of San Francisco, one big reason is Muni's accessible coach, Metro handicapped platforms, and door-to-door van and taxi services for persons with disabilities.

(continued on next page)

Dear Rider,



Welcome to the second issue of the Muni Times, Muni's new quarterly passenger newsletter. Following the publication of our first issue in the Fall, we received many letters, most praising the Muni Times, some criticizing it, and still others making suggestions as to future content.

One letter in particular suggested articles that 'dig a little deeper' to let passengers know why various problems arise and what's being done about fixing them. In this issue, we have tried to incorporate some 'deeper digging' stories as well as some generally informative ones. You will see an article on Muni's new Graffiti Prevention Program as well as one on services for the disabled and the City's new paratransit fund. In addition, you will read about plans for Muni's new automatic train control system and an explanation on why "bunching" occurs on bus lines.

Our intent with the Muni Times is to address issues of concern to passengers as well as to highlight Muni programs, policies and history. We hope to accomplish this with the right mix of up-beat and serious stories.

We do want the Muni Times to be a forum of exchange between Muni and its riders. We welcome your comments and suggestions and will try to take them into consideration.

Sincerely,
William Stead
General Manager

Photo: Bill Owyang

Letter to the Editor

Dear Editor,

I would like to congratulate Muni for finally putting together a news bulletin.

I read the Fall 1988 issue and liked the content. It had a good mix of articles that went the range of news to history. But I have an article that I think should be included in each issue. I feel that an article about a Muni employee of the month would be of interest.

I know that being a driver is a tough job... and if more passengers knew that there are many drivers who are not only good and careful, but can also be kind, courteous and humane, more might be willing to forget the occasional driver that deliberately slams the door shut when someone is within feet of the door and drives away with a big smile.

In closing I want to praise all the work involved with the Muni Times. Keep it up.

Sincerely,
Bob Finocchio

Dear Editor and PUC President,

On the bus this morning I picked up your Muni Times. I am puzzled. We just had to suffer a cut in services because of money troubles and then we launch a newspaper. The timing is very bad. Besides that, so is the Muni Times. Updated schedules would be more appreciated.

Get rid of the graffiti and find better things for your aspiring writers to do — Passenger Profiles? Give us a break.

Sincerely,
Barbara Turner

Editors Response:

Because of space and time constraints, monthly employee articles are not possible at this time. But we may make a change in the future.

Our budget is contained in previous public information funding -- no additional money is being spent. We do update our timetables quarterly. Pick them up at Muni, libraries, City Hall, and AC Transit at the Transbay Terminal. We share your concern on graffiti. Please see the article in this issue.

Passenger Profile

Paul Mores



Photo: Bill Owyang

Home Neighborhood: Cole Valley

Occupation: Urban Planner working as a law clerk

Comments: I consider myself a public transit buff. I studied transportation and land use policy at UC Berkeley. I ride Muni all over the city. When I first got to

San Francisco, I explored the entire city by public transit. Come times I do strange things like riding public transit to the limits of the suburbs. I have to say that Muni is the best of the Bay Area transit systems. One thing I like about Muni is the diversity of its vehicles.

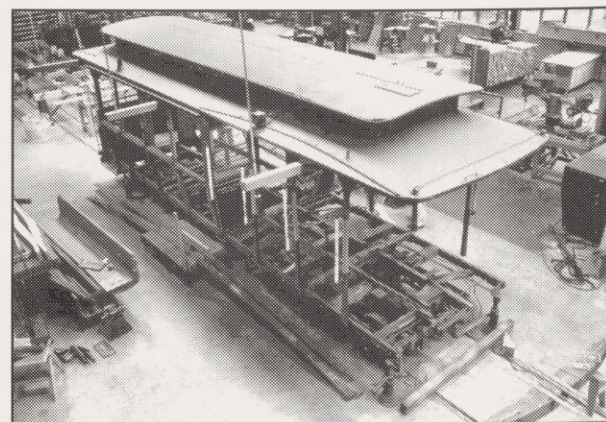
Favorite Routes: I ride the N-Judah to work every morning, but if I'm just out for a good time, I ride the 22-Fillmore because of the diversity of people and neighborhoods you see on that line. The 14 Mission is another favorite. Whatever it is, it's gotta be a trolley bus line. I love trolleys.

Best Muni Story: I don't really have a best story about Muni. People are always amusing and riding Muni gives you a chance to be with people. I've always been obsessed with space, though. I come from Boulder, Colorado, a medium size town. When I came out here I became interested in the space difference between cities and small towns. Why is there a financial district for example? And then I began to realize that the majority of City people are constantly traveling through different spaces. I ride for pleasure in the City like people who drive their cars in the country. I like the urban ride much better. I wander through many neighborhoods. Recently I stumbled upon Pier 80 where all the old PCC cars are stored. It was like a mystical event. I hope they'll be refurbished and we'll see them on the streets again.

Cable Car Refurbished

Carpentry Shop starts restoration

The Muni Carpentry Shop, known for its expert woodworking craftsmen and the skill they used to refurbish most of the cable car fleet five years ago, has just begun another restoration project.



Cable Car 16, built in 1893

Cable car 16, a Powell car originally built in 1893 that was not rehabilitated during the Reconstruction Project because of extensive wear and damage, is getting a second chance. Crews have taken it out of storage, stripped it down and begun rebuilding it. It looks as if car 16 will be a brand new cable car by the time it's finished, except for its roof, which apparently has enough life in it to be salvaged.

The restoration should take between 12 and 18 months, having car 16 back on the hills by next spring.



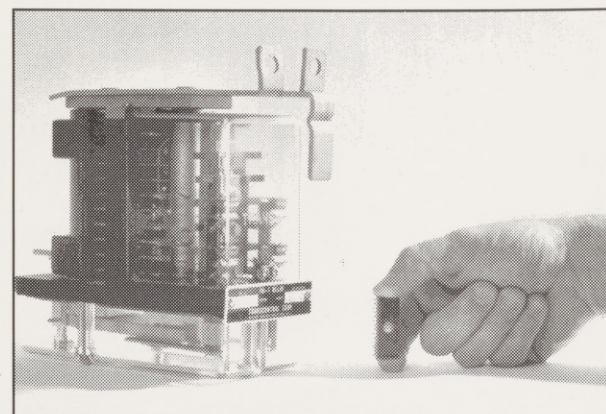
Electronic Efficiency

Muni develops advanced train control system

Relays like the one shown below have been used in the U.S. for over 100 years to control train movements safely. But their days are numbered, at least at Muni.

Tom Sullivan, head of Signals Systems, is designing an advanced train control system for Muni Metro, which should be operational by 1993. The advantage to this proven system is that the speed of trains will be controlled by computer rather than by operator. This will enable Muni to run more trains in the tunnel, thereby improving frequency of service and reducing waiting time for passengers, similar to the way that BART operates.

The small electronic circuit pictured next to the larger relay below is equivalent to 100,000 relays, yet costs only \$5, compared to a \$500 price tag for each relay.



This small chip does the work of 100,000 of the large older style relays.

According to Sullivan, Muni intends to avoid problems that plagued BART's electronic control system by specifying a system that is already proven safe and reliable. While none exist yet in this country, there are several working systems around the world, including one excellent system in, our neighbor to the north, Vancouver, B.C.

Turn 85¢ into a Dollar

The three museums in Golden Gate Park — the Academy of Science, The Asian Art Museum and the M.H. de Young — are offering Muni riders a break on admission.

Just present a valid Muni transfer or Fast Pass to cashiers and adult visitors will receive \$1 off the regular admission price.

Academy Director Frank Talbot proposed the idea to encourage bus ridership to Golden Gate Park and relieve automobile congestion. So next time you go to Golden Gate Park, take the 5 Fulton, 21 Hayes, 44 O'Shaughnessy or N Judah and take advantage of the discount!

Phyllis Diller + Muni

Lends support to Fast Pass campaign

If you see images of Phyllis Diller plastered on billboards, newspaper ads, and other signs promoting Muni's Fast Pass, that's because, the grand dame of comedy volunteered to help Muni out, free of charge. Apparently Diller got her start in the Bay Area and admires San Francisco public transit. Muni launched a campaign to increase Fast Pass sales last month. Fast Passes now cost \$28 a month and entitle passengers to unlimited rides on all Muni vehicles and on BART within San Francisco. They're a money saver not to mention a pollution fighter.

When asked why Diller chose to support Muni she quipped, "It's got more lines than I do."



A Blast from the Past

A bit of transit history...

On May 29, 1938, The Market Street Railway, Muni's competitor until the City acquired it six years later, raised its fare to seven cents.

It was the first fare increase in the City since 1878. The Muni kept its fare at five cents until the merger in 1944 when combined operations began at a seven cent fare.

Did You Know...

Buses bunch up on Muni lines because of line delays and traffic disruptions often outside of Muni's control.

Although all public transit vehicles are scheduled to run at regular intervals, an accident, fire, street congestion due to construction projects, and a variety of other causes, often force buses to bunch together, creating gaps in service.

To compensate, Muni must give the leading coach in a "bunch" an opportunity to catch up to its original schedule and close the gap. The operator of the leading vehicle may be instructed by the supervisor to skip a stop or only let passengers off, leaving the second coach to pick up new riders.

Although we wish we could assure you that bunching will never occur, we appreciate your cooperation in helping Muni maintain regular service during such interruptions.

Rules of the Ride

Please keep the aisles as clear as possible at all times. Do not put packages, briefcases, or bulky objects where they will block the movement of others. When seated, keep your arms, legs, and feet out of the aisle. When standing on a crowded bus, please allow disembarking passengers room to leave the bus and please give up your seat for senior and/or handicapped passengers.

Behind the Scenes

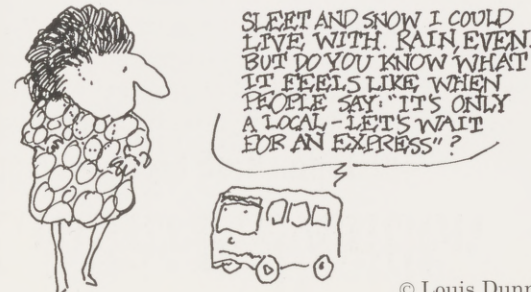
Muni's graffiti fighters

Claudette Washington, pictured below, is one of seven automotive service workers or car cleaners who work at Muni's Woods Division cleaning graffiti off the buses every day,

It's a full time job. With two or three car cleaners working on the buses' exteriors and two working on the inside, Muni generally can only clean four buses a day. The cleaners wear face shields, boots, rubber gloves and respirators to protect them from the strong chemicals needed to remove the graffiti. Vacuum units also clear the fumes as much as possible from the air.



Washington supervises the Sherriff's Work Alternative Program for legal offenders who choose to work off their sentences. Each morning she picks up between six and 15 people, aged 18 to 72, who come to the Woods yard to aid in graffiti clean-up. The addition of the SWAP crews helps Muni to clean an additional 15 buses a day depending on the number of workers provided.



© Louis Dunn, 1989

Graffiti Prevention

New program gets underway

Muni has taken the first steps in a comprehensive and long-range program aimed at combatting graffiti on vehicles and facilities.

The plan incorporates a number of measures including the improvement of security at Muni facilities, the prosecution of offenders, clean-up, education and community involvement. A special advisory committee of representatives from city agencies, businesses, schools, the clergy, media and labor will offer solutions including the identification of needed monetary resources.

The first step is the building of eight-foot-high steel fences around all Muni bus yards. The upper 18 inches curve outward making it virtually impossible for intruders to enter a yard by climbing a fence. Automatic gates can open and shut as each bus enters and leaves. The fences will be installed at most yards by the Spring of 1990.

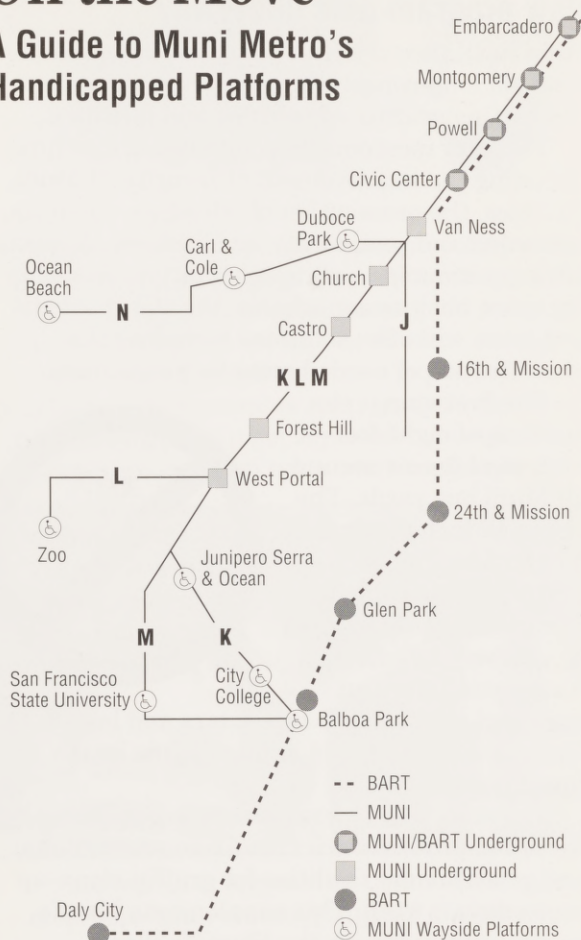
The state and federal governments have also agreed to provide work crews from correctional and probationary facilities for graffiti clean-up seven days a week. This supplements Muni's current contract with the Sheriff's Work Alternative Program and Adult Probation's Project 20 which already provide work crews for clean-up. (See Behind the Scenes, this issue)

In addition, Muni is working with the SFPD, Juvenile Court and the District Attorney to come up with a policy that will expedite prosecution of offenders. Graffiti prevention educational programs will also be aimed at local schools. According to Barbara Conway, who manages the new program, "We won't solve the graffiti problem overnight. What we're trying to do is to put in place on-going, long term programs, all of which will combine to halt the spread of graffiti over time."



On the Move

A Guide to Muni Metro's Handicapped Platforms



Credits

MUNI TIMES is published by the Community Affairs Department of the Municipal Railway for the passengers of Muni. Comments and suggestions may be sent to the Muni Times, Room 222, 949 Presidio Avenue, San Francisco, CA 94115.

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Lift *(cover story continued)*

In 1980, Muni helped provide 6,000 trips a year for wheelchair users, all by lift-vans for door-to-door trips. Currently, Muni provides 92,000 trips per year, about evenly divided among our lift-equipped buses, Muni Metro, and door-to-door lift-van service.

Muni now provides lift-equipped bus service every day on our 9, 9X, 15, 17, 26, 29, 31, 38, 38L, 42, 43, 44, 48, 52, and 71 lines. Weekend and holiday service are provided on the 2, 18, 23, 28, and 32 lines. Wheelchair users call in commendations for operators who provide exceptionally courteous service with wheelchair lifts. Winning operators receive a "Lift Operator of the Month" award from the San Francisco Independent Living Resource Center.

Muni has also doubled its system of special "Metro handicapped platforms" at key surface locations during the past year. Three such sites, just completed, are on the K-Ingleside line at Junipero Serra & Ocean, City College, and Balboa Park BART. See the map in our "On the Move" column for the locations of all the special platforms for disabled persons, as well accessible Metro and BART stations.

Not everyone can use Muni . . .

Almost 7,000 of your neighbors ride special Muni-supported door-to-door "paratransit" service using vans and taxis. They go to medical appointments and other life sustaining services. But 2,000 others are on waiting lists, unable to get the transportation they need for kidney dialysis, AIDS treatment, cancer therapy or senior services. They're on a waiting list because money is not available for their transportation even though Muni has increased funding for these needed services.

The Board of Supervisors has authorized a special "Paratransit Fund" exclusively for your tax-deductible donations. Your help is needed! Please make a donation to the Paratransit Fund, c/o Muni, 949 Presidio Avenue, or use the reply envelope you may have already received in your February/March water bill.